

Fig. 1

Server ID	Work Type	Server Preference for Work Type	Server Type of Work
100	Calls from Prospects	8	~ 205
100	Calls from Calls	4	~ 206
101	Calls from Prospects	5	~ 207
101	Calls from Calls	6	~ 208
101	Calls from Customers	0	~ 209

Fig. 2

Fig. 3

Season	Work Type	Service Prospects for work Type	Serv. Prospects for work Type	Corporate Prospects for work type
301	100	Claims Calls	100	~306
302	100	Claims Calls	8	~307
303	100	Claims Calls	3	~308
304	100	Claims Calls	9	~309
305	100	Claims Calls	7	~310
306	100	Claims Calls	6	0
307	100	Claims Calls	7	0
308	100	Claims Calls	6	0
309	100	Claims Calls	7	0
310	100	Claims Calls	6	0

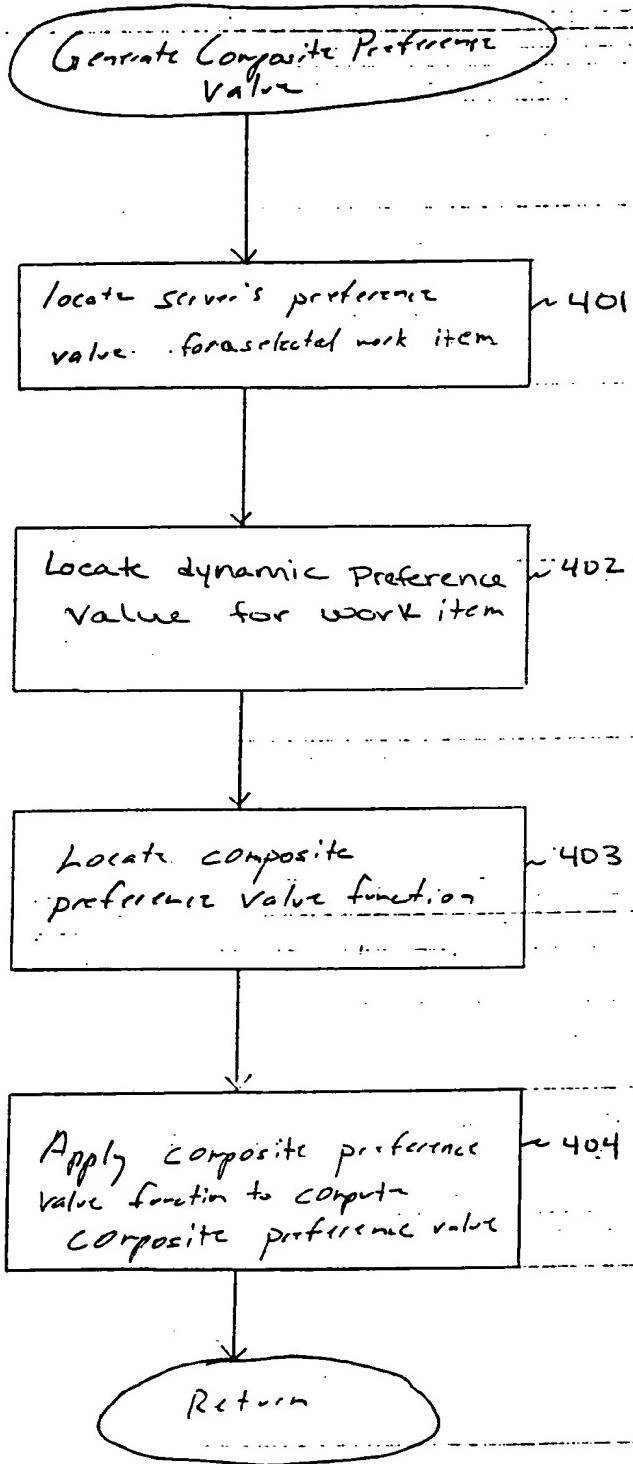


Fig. 4

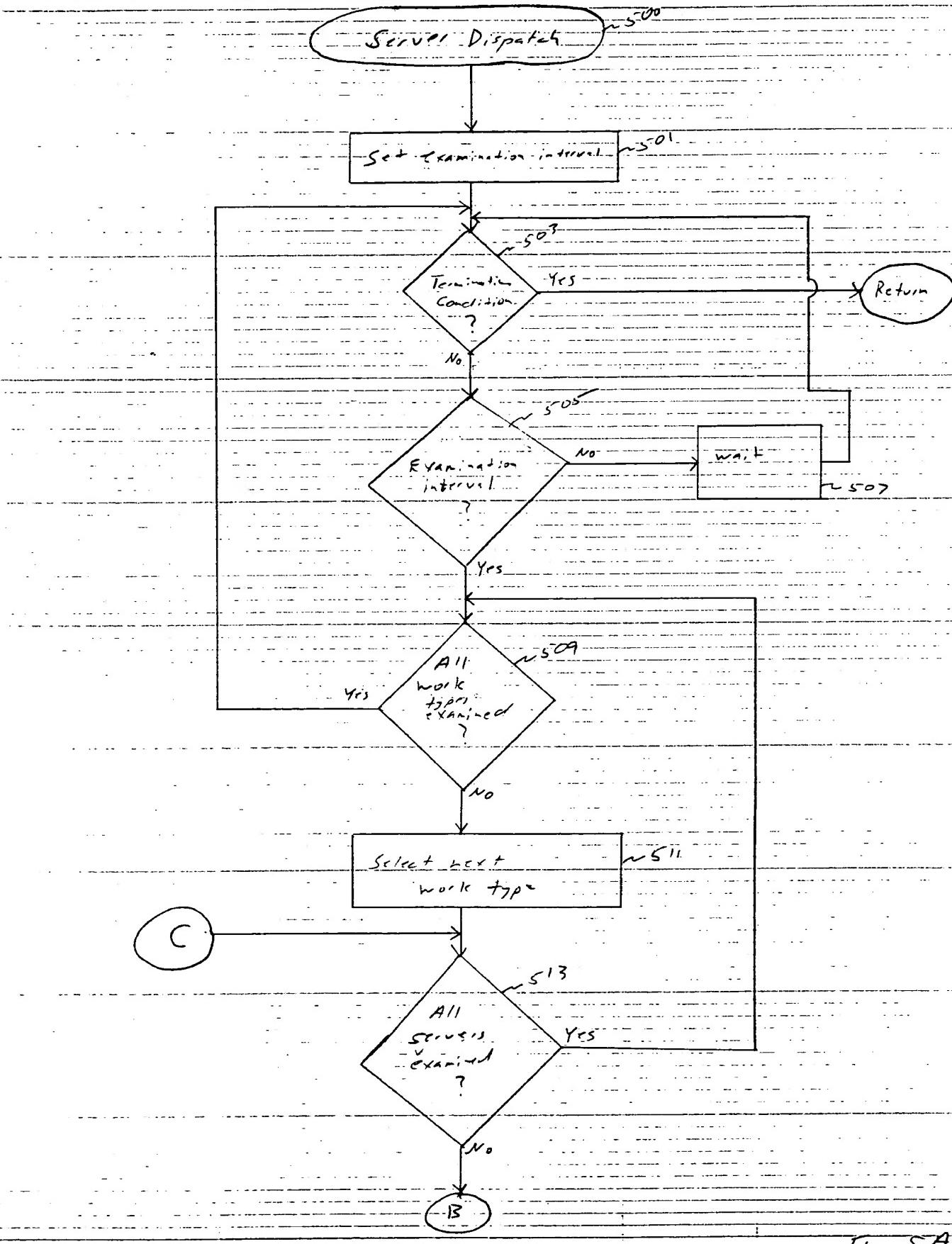


Fig. 5A

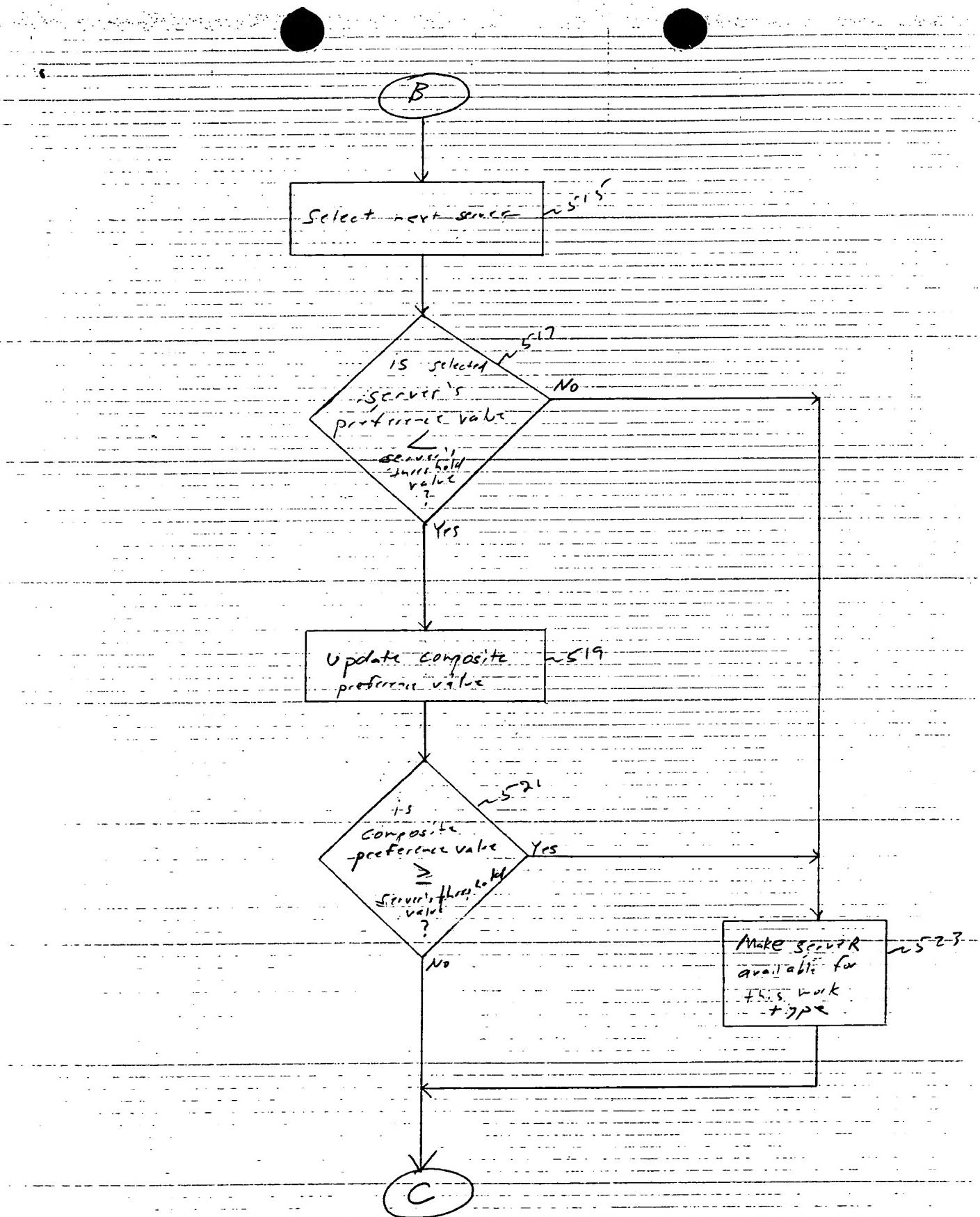


Fig. 5B

Work Type	Available Staff	
Calls from Prospects	42	~603
Claims Calls	30	~604
Calls from Preferred Customers	15	~605
work Type	101	~602
Calls from Prospects	48	~603
Claims Calls	24	~604
Calls from Preferred Customers	15	~605

Fig. 6A

Fig. 6B

$\sim 60^1$

Work Type	Available Servers
Calls from Prospects	53
Claims Calls	24
Calls from Preferred Customers	10

Fig. 6C

$\sim 60^2$

Work Type	Available Servers
Calls from Prospects	50
Claims Calls	26
Calls from Preferred Customers	11

Fig. 6D

200

201

202

203

204

205

206

Surveyor ID	Work Type	Service Prof. for Work Type	Score Threshold for Work Type	Dynamic Preference for Work Type	Composite Preference Value
100	Calls from Prospects	8	9	2	10
100	Claims Calls	4	3	4	8
101	Calls from Prospects	5	9	2	7
101	Claims Calls	6	7	4	10
101	Calls from Prospects Customers	0	0	0	0

Fig. 7

Server ⇒	Work Type	Server Name for work Type	806
100	Calls from Prospects	8	~801
100	Calls from Calls	7	~807
101	Calls from Prospect	5	~803
101	Calls from Calls	6	~804
101	Calls from Customers	0	~805

Three Level
Value
Table

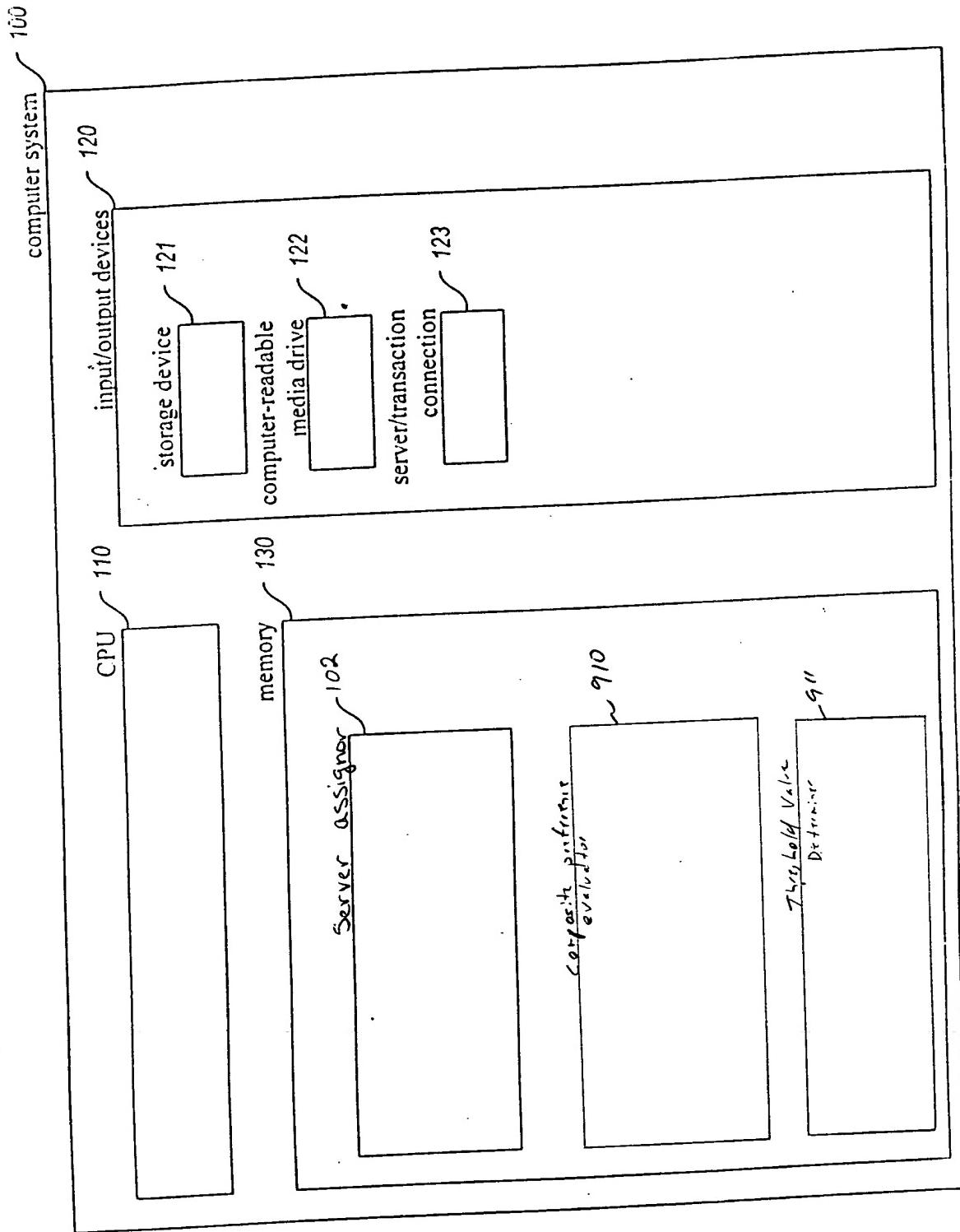


Fig. 9A

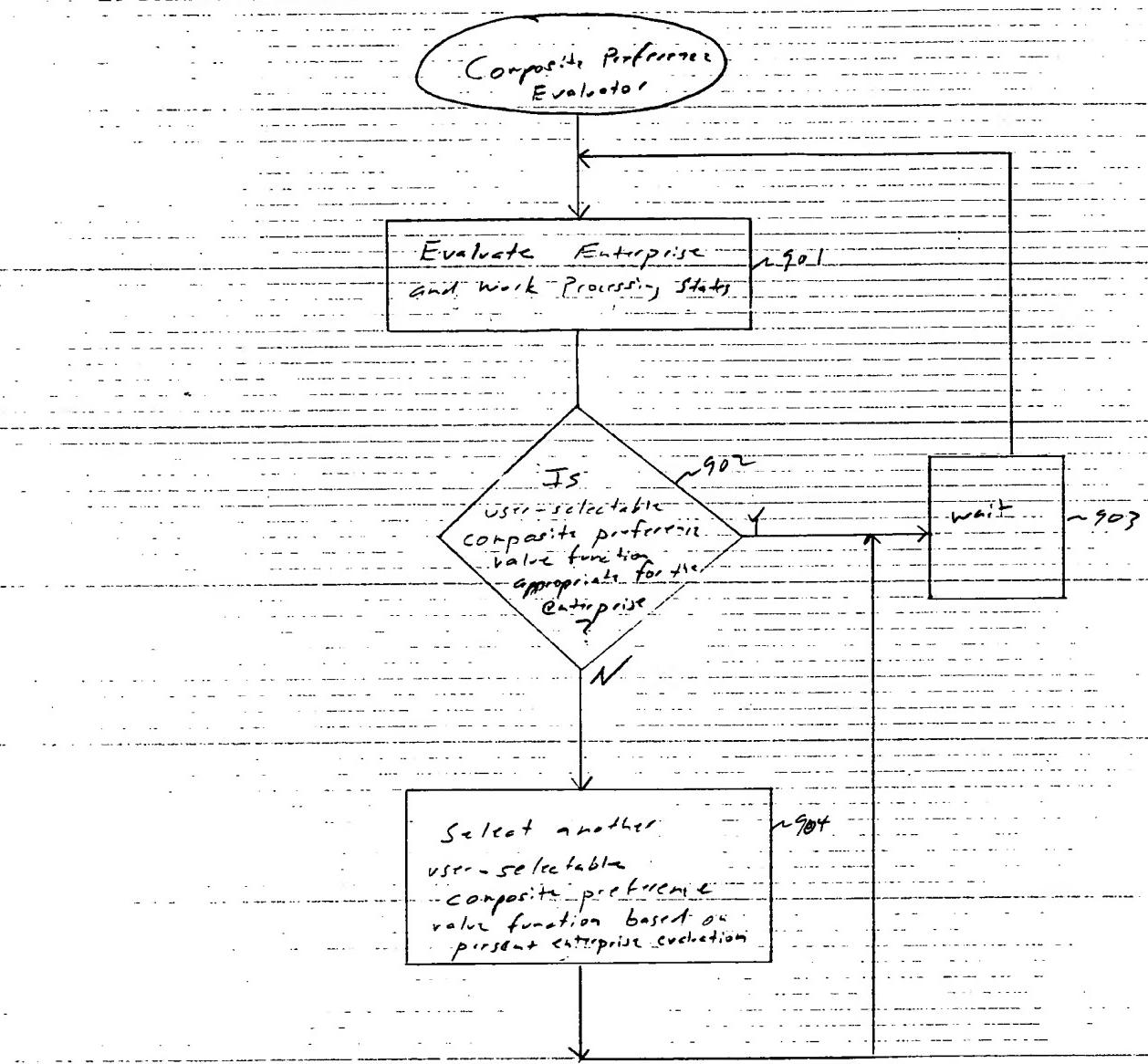


Figure 9B

Agent ID	Work Type	Server Prof. for work type	Score Threshold for work type	Composite Preference for work type
100	Calls from Prospects in western Region	8	9	~ 1001
100	Claims Calls from western Region	4	3	~ 1002
100	Calls from Prospects in Central Region	5	9	~ 1003
100	Claims Calls from Central Region	6	7	~ 1004
100	Public Utility mandated calls	8	9	~ 1005

Figure 11

1101

